

**APPENDIX 4 TO SCHEDULE 3.3
TO THE
COMPREHENSIVE INFRASTRUCTURE AGREEMENT
HELP DESK SERVICES SOW**

Table of Contents

1.0	Help Desk Services Overview and Objectives	1
1.1	Services Overview	1
1.2	Service Objectives	1
2.0	Service Environment	2
2.1	Scope of the Infrastructure to be Supported	2
3.0	Help Desk Support Services Requirements.....	3
3.1	Service Descriptions and Roles & Responsibilities.....	3
3.2	Exclusions.....	11
3.3	Service Specific Milestones	11
3.4	Statement of Technical Approach	11
4.0	Service Management.....	11
4.1	Objectives	11
4.2	Definitions	11
4.3	Service Level Requirements.....	11
4.4	Reports	17
5.0	Referenced SOW Addenda	18

List of Tables

Table 1.	General Roles and Responsibilities	4
Table 2.	SPOC Roles and Responsibilities	4
Table 3.	Help Desk Operations and Administration Roles and Responsibilities	5
Table 4.	Service Request and Trouble Ticket Management Roles and Responsibilities	6
Table 5.	Remote Desktop Management Roles and Responsibilities	7
Table 6.	End-User Administration Services Roles and Responsibilities	8
Table 7.	IMAC Roles and Responsibilities	8
Table 8.	Self Help Roles and Responsibilities	9
Table 9.	Exception Requests Roles and Responsibilities	9
Table 10.	Planning and Analysis Roles and Responsibilities	10
Table 11.	Reporting Services Roles and Responsibilities	10
Table 12.	Help Desk Availability Service Levels	13
Table 13.	Response Time Service Levels	13
Table 14.	Incident Resolution Service Levels	15
Table 15.	Account Administration Service Levels.....	16
Table 16.	End-User Satisfaction Service Levels.....	17

This is Appendix 4 (Help Desk Services SOW) to Schedule 3.3 (Statements of Work) to the Comprehensive Infrastructure Agreement between the Commonwealth and Vendor (the "Agreement"). Unless otherwise expressly defined herein, the capitalized terms used herein shall have the meaning assigned to them in Appendix 11 (SOW Definitions) to Schedule 3.3 or in the Agreement.

1.0 Help Desk Services Overview and Objectives

1.1 Services Overview

This Appendix 4 (Help Desk Services SOW) is the Statement of Work (or "SOW") that sets forth the roles and responsibilities of the Parties for the help desk services ("Help Desk Services") provided under the Agreement as part of the Services. Help Desk Services are the Services and activities, as further detailed in this SOW, required to coordinate and to respond to Problems and Service Requests made by the End-Users and Commonwealth technical staff. Vendor Help Desk is responsible for providing a toll-free Help Desk single-point-of-contact (SPOC) and for providing end-to-end ownership (e.g., logging, tracking, resolution and reporting) of Help Desk Trouble Tickets and Service Requests. Requests for information, Help Desk Trouble Tickets and Service Requests shall be Resolved by the Vendor Help Desk staff or may need to be referred/escalated to more specialized entities for resolution such as VITA staff, a vendor or other designated third parties.

In addition to the Services described in this SOW, Vendor is responsible for providing the Services described in Appendix 1 (Cross-Functional Services SOW) to Schedule 3.3 (Statements of Work).

1.2 Service Objectives

The following are the key high-level Service objectives Vendor shall ensure the Commonwealth achieves through the Help Desk Services:

- Improve IT customer service and Problem resolution-speed, End-User self-service abilities
- Improve Help Desk staff skill levels in the areas of industry standard IT products
- Improve the Commonwealth's efficiency and effectiveness by adopting Vendor leveraged knowledge databases and best practices in the areas of customer reporting, logging, tracking, resolving of IT problems and Service Requests
- Improve efficiency and effectiveness by early identification and addressing root causes of technical problems including working with specialized entities for resolution such as VITA staff, a vendor or other designated third parties, before they become trends
- Have the ability to acquire skilled Help Desk support for new technologies early in their life cycle while maintaining support for older technologies
- Achieve the Service Levels specified in Section 4 below

2.0 Service Environment

2.1 Scope of the Infrastructure to be Supported

This paragraph describes the scope of Services described in Section 2. This includes assets, facilities and locations, personnel, policies and procedures, licenses and agreements and work-in-process. Schedules and attachments are associated with each section to allow for quarterly updates and changes.

The types of calls to be handled by the Vendor Help Desk include:

- Infrastructure
- Systems Software
- Packaged office productivity software
- Password resets
- Commonwealth applications (tracking and escalating)

Vendor will provide Help Desk Services specified in this SOW for the following Towers:

- Mainframe & Server Towers
- Desktop Computing Tower
- Data Network Tower
- Voice and Video Telecom Tower
- Messaging Tower
- Internal Applications Tower
- Security Tower

The following sub-sections and related SOW Addenda further describe and scope a number of the Help Desk Services elements to be supported and/or with which Vendor shall comply. Service Environment Addenda are to be maintained by Vendor, reviewed with VITA, updated by Vendor and made available to VITA on a quarterly basis.

2.1.1 Help Desk Supported Hardware and Software

A list of Commonwealth Help Desk supported Software and hardware is provided in Addendum 1 - Help Desk Supported Software and in Addendum 2 – Help Desk Supported Hardware.

2.1.2 Help Desk Software, Tools and Knowledge Databases

A list of Help Desk Software, tools and knowledge databases used in the delivery of Help Desk Services to the Commonwealth is provided in Addendum 3 – Help Desk Software, Tools and Knowledge Databases.

2.1.3 Service Locations

A description of the Commonwealth facilities for which Vendor will provide Help Desk Services is provided in Addendum 4 – VITA Specified Commonwealth Facilities.

2.1.4 Personnel

Vendor will be responsible for providing appropriately skilled staffing for the Help Desk Services environment to meet the Roles and Responsibilities and Service Levels set forth in this SOW.

2.1.5 Policies, Procedures, and Standards

A description of the Commonwealth's current policies, procedures, standards and regulatory compliance requirements with which Help Desk Services will comply is provided in Schedule 13 (Commonwealth Policies) to the Agreement and in the Procedures Manual.

The policies and procedures with which Vendor will provide Help Desk Services in accordance with Section 13 of the Agreement are provided in Schedule 13 (Commonwealth Policies) to the Agreement and the Procedures Manual.

2.1.6 Required Languages

English is the current required language for providing Help Desk Services.

2.1.7 Agreements and Licenses

A list of Messaging Services-related agreements and licenses is provided in Schedule 2.2 (Contracts).

2.1.8 Current Projects

The Commonwealth currently has a number of Current Projects planned or in progress that will require Help Desk support when completed. A list of these Current Projects is provided Schedule 28.29 (Current Projects).

3.0 Help Desk Support Services Requirements

3.1 Service Descriptions and Roles & Responsibilities

Vendor is responsible for the following Services, activities and roles and responsibilities as part of the Help Desk Services.

3.1.1 General Responsibilities

The following table identifies the General roles and responsibilities associated with Help Desk Services. An “X” is placed in the column under the Party that will be responsible for performing the task. Vendor responsibilities are indicated in the column labeled “Vendor.”

Table 1. General Roles and Responsibilities

General Roles and Responsibilities	Vendor	VITA
1. Set up the Vendor Help Desk, including implementation of systems necessary to document, track and manage End-User Service Requests, inquiries and Problem notifications	X	
2. Provide a single point of contact and coordination for all Incident reports and requests for information and Service (e.g., IMACs) in the Towers supported under this SOW	X	
3. Provide Level 1 assistance to inquiries on the features, functions and usage of hardware and Software per the Help Desk Supported Hardware and Software Appendices	X	
4. Identify, escalate (e.g., Level 2 escalation), manage resolution and close Incidents	X	
5. Manage the Root Cause Analysis process on recurring Incidents	X	
6. Perform administration Services such as creating, changing and deleting End-User accounts	X	
7. Coordinate Service delivery with Help Desks, as well as other support groups within each of the other Towers in coordination with Eligible Customers, VITA, and all appropriate third-parties, as necessary	X	
8. Assist, as reasonable, Commonwealth residents who have called the wrong Help Desk	X	
9. Provide VIP Support Services as necessary	X	

3.1.2 Help Desk End-User Services

3.1.2.1 Single Point of Contact

Single Point of Contact Services provide toll-free support for logging, tracking, resolution and reporting of Help Desk Trouble Tickets and Service Requests for all VITA supported environments. The following table identifies the Single Point of Contact (SPOC) roles and responsibilities that Vendor and VITA will perform.

Table 2. SPOC Roles and Responsibilities

SPOC Roles and Responsibilities	Vendor	VITA
1. Provide SPOC call-in access via a toll-free number for all Help Desk Services for all Towers and Commonwealth facilities	X	
2. Provide for multiple alternative communications channels, including voice messages, email and Inter/Intranet	X	
3. Record and redirect non-Tower Incidents and non-Service Requests (i.e., out of scope calls)	X	

SPOC Roles and Responsibilities	Vendor	VITA
4. Provide TTY access point, disabled access capability to Help Desk, in accordance with applicable regulatory and statutory requirements	X	

3.1.2.2 Help Desk Operations and Administration

The following table identifies the Help Desk Operations and Administration roles and responsibilities that Vendor and VITA will perform.

Table 3. Help Desk Operations and Administration Roles and Responsibilities

Help Desk Operations and Administration Roles and Responsibilities	Vendor	VITA
Help Desk Operations Roles and Responsibilities	Vendor	VITA
1. Develop and document in the Procedures Manual operational procedures which meet Commonwealth requirements and adhere to Commonwealth Help Desk policies	X	
2. Review and approve operational procedures		X
3. Receive, track, answer and Resolve End-User Calls	X	
4. Coordinate IMACs, for all Towers	X	
5. Provide “How-to” and Level 2 assistance for Commonwealth-defined Commercial Off-the-Shelf (COTS) applications included in the Desktop Services Tower	X	
6. Coordinate employee End-User account administration, activation, changes and terminations, including: password/account setup and reset, remote access connectivity, E-mail accounts, End-User Ids, and Password resets	X	
7. Provide end-to-end Problem identification, escalation, resolution and closure process	X	
8. Provide additional resources as needed during planned and unplanned events	X	
9. Follow Commonwealth and VITA policies and procedures	X	
Help Desk Administration Roles and Responsibilities	Vendor	VITA
10. Develop and document in the Procedures Manual, Vendor Help Desk administration procedures which meet the Commonwealth’s requirements and adhere to Commonwealth Help Desk policies	X	
11. Review and approve Vendor Help Desk Administration procedures		X
12. Select and implement Software and hardware (e.g., IVR) needed to collect, track and manage Service Requests received by the Vendor Help Desk	X	
13. Track/manage/report Vendor Help Desk utilization	X	
14. Provide escalation contact list(s) for VITA contacts		X
15. Maintain and provide escalation contact list(s) for all Towers (including third parties such as vendors and service providers)	X	
16. Issue broadcasts or other notices to provide status updates as required for planned and unplanned events	X	

Help Desk Operations and Administration Roles and Responsibilities	Vendor	VITA
17. Provide End-User or manager online/portal access to Service Requests, ACD/IVR reports and Incident reports	X	
18. Develop and execute procedures for conducting End-User Satisfaction surveys according to the Service Level requirements and Section 3.17 of the Agreement	X	
19. Review and approve procedures for conducting End-User Satisfaction surveys		X
20. Maintain a continuous improvement program that improves Help Desk Services using metrics to improve Service delivery and reduces Call volume	X	
21. Work with Vendor operational and technical staff, and VITA, to identify solutions that minimize the need to call the Vendor Help Desk (e.g., additional End-User training, self help opportunities, Root Cause Analysis)	X	
22. Approve solutions that minimize the need to call the Vendor Help Desk		X
23. Coordinate and make available environment documentation (i.e. network configuration, and inventory of software to be supported)	X	

3.1.2.3 Service Request and Trouble Ticket Management

Service Request and Trouble Ticket Management Services are the activities associated with end-to-end Incident management processes including escalation to Level 2 and Level 3 specialists through a defined process, including Vendor's primary resources, third parties, such as hardware and software suppliers, other third-party service providers as well as VITA's internal technical support resources. The following table identifies the Service Request and Trouble Ticket Management roles and responsibilities that Vendor and VITA will perform.

Table 4. Service Request and Trouble Ticket Management Roles and Responsibilities

Service Request and Trouble Ticket Management Roles and Responsibilities	Vendor	VITA
1. Identify and describe priorities, response and resolution targets for service Calls and requests of differing impacts		X
2. Provide a system to document, manage and track all requests for service, Problem reports and inquiries regardless of the means by which the request is submitted (e.g., telephone, email, fax, direct online input by End-Users)	X	
3. Develop procedures to receive and respond to Commonwealth Calls for service according to defined prioritization and resolution targets. Ensure that response to requests is based on priority and impact rather than the method used to notify the Vendor Help Desk (e.g., telephone, email, fax, direct input to service request system by End-Users).	X	
4. Review and approve procedures to receive and respond to Commonwealth Calls		X
5. Review and approve procedures for the escalation of Incidents		X

Service Request and Trouble Ticket Management Roles and Responsibilities	Vendor	VITA
6. Resolve Incidents within prescribed time limits, if possible, otherwise escalate to appropriate Level 2 resource	X	
7. Identify Problem characteristics and Root Cause	X	
8. Categorize, prioritize and log all Incidents (e.g., inquiries/Problems/Service Requests) in the Help Desk Trouble Ticket system	X	
9. Monitor Incidents (Help Desk Trouble Tickets) and escalate per policies and procedures until resolution and End-User Satisfaction	X	
10. Verify acceptance of Services by contacting the End-User to confirm results and level of End-User Satisfaction	X	
11. Ensure that recurring Problems which meet defined criteria are reviewed using Root Cause Analysis processes	X	
12. Ensure that inventory and configuration management records are updated to reflect completed Service Requests (IMACs, and others)	X	

3.1.2.4 Remote Desktop Management

Remote Desktop Management Services are the activities associated with managing desktop devices and Software remotely and control desktop devices and Software over the Network. This includes maintaining and troubleshooting the desktop operating system and supported desktop applications electronically to minimize the need to dispatch technical personnel. The following table identifies the Remote Desktop Management roles and responsibilities that Vendor and VITA will perform.

Table 5. Remote Desktop Management Roles and Responsibilities

Remote Desktop Management Roles and Responsibilities	Vendor	VITA
1. Recommend technology and develop policies for the use of remote control tools for maintenance and troubleshooting	X	
2. Review and approve technology and policies for the use of remote control tools for maintenance and troubleshooting		X
3. Diagnose Problems using remote control capability and when possible implement corrective actions to Resolve Problems. If resolution is not possible escalate per the escalation procedures	X	
4. Utilize remote controls to manage and update desktop System Software, and to maintain configuration and inventory information	X	
5. Utilize remote control tools to manage and enforce compliance with configuration management standards	X	
6. Assist in enabling the enforcement of compliance to configuration management standards and the appropriate optimization at the desktop	X	

3.1.2.5 End-User Administration

The following table identifies the End-User Administration roles and responsibilities that Vendor and VITA will perform.

Table 6. End-User Administration Services Roles and Responsibilities

End-User Administration Services Roles and Responsibilities	Vendor	VITA
1. Develop and document requirements and policies regarding End-User Administration	X	
2. Approve requirements and policies regarding End-User Administration		X
3. Receive and track Service Requests for End-User account activation, changes and terminations	X	
4. Create, change and delete End-User accounts per Service Requests in accordance with VITA and Commonwealth security policies	X	
5. Coordinate as necessary with other specialized areas to manage End-User accounts	X	
6. Reset passwords as required in accordance with VITA and Commonwealth security policies	X	

3.1.2.6 Installs, Moves, Adds, Changes (IMACs)

Installs, Moves, Adds, Changes (IMACs) Services are the activities associated with managing all the requests for modification to the Services environment. IMAC requests will be coordinated through the Vendor Help Desk where obligations include gathering the business requirements, providing authorization, logging the request, and facilitating fulfillment. All authorized IMAC requests are passed automatically to the appropriate Level 2 or Level 3 support team depending upon the location and the product or Service being requested. The support team could be Vendor, the Commonwealth, or a combination depending on location.

Vendor's obligations include (i) obtaining the requisite approvals from the relevant VITA and Commonwealth stakeholders, (ii) contacting the End-User and scheduling an appropriate, agreed time for the work to take place, (iii) verifying completion of IMACs and (iv) contacting the End-User to confirm satisfaction. Examples include adding, moving, and reconfiguring End-User Devices located within Eligible Customer facilities. The following table identifies the IMAC roles and responsibilities that Vendor and VITA will perform.

Table 7. IMAC Roles and Responsibilities

IMAC Roles and Responsibilities	Vendor	VITA
1. Receive and track requests for IMACs	X	
2. Confirm the requirements, scope and schedule and acquire VITA approval of the IMAC request	X	
3. Review and approve IMACs as appropriate		X
4. Contact the End-User and schedule an appropriate, agreed time for the work to take place	X	
5. Review and approve IMAC schedule		X
6. Verify completion of IMACs by contacting the End-User to confirm End-User satisfaction	X	

3.1.2.7 Self Help

Self Help Services refers to automated/electronic tools made available directly to End-Users to assist in fulfilling various Service Requests, including password resets, Problem diagnosis and resolution. This includes interactive voice response (IVR); out-of-prime time voice messaging with guaranteed answer back response, inter/intranet-based automated self-help, etc. The following table identifies the Self Help roles and responsibilities that Vendor and VITA will perform.

Table 8. Self Help Roles and Responsibilities

Self Help Roles and Responsibilities	Vendor	VITA
1. Identify requirements for Self Help capabilities	X	
2. Review and approve requirements for Self Help capabilities		X
3. Implement Self Help capabilities that enable End-Users to perform self service	X	
4. Monitor and review the effectiveness of Self Help capabilities and usage and review with VITA on a regular basis	X	
5. Develop recommendations for and implement improvements to Self Help capabilities (see Appendix 1 (Cross-Functional Services SOW) to Schedule 3.3 (Statements of Work) for general improvement recommendation process)	X	
6. Review and approve improvements to Self Help		X

3.1.2.8 Exception Requests

Exception Request Services are the activities associated with fulfilling End-User requests for products or services that are outside of standard VITA and Commonwealth policies, such as more memory for their PC or international calling access on their phone line.

Vendor will develop, implement, and maintain an Exception Request process and perform the activities required to collect the request, analyze, recommend, and process the request to fulfillment or denial and advise the originator of the status. Upon approval, Vendor will take the necessary action to implement the request. Refer to the Procedures Manual for the Vendor Help Desk Exception Request process for process flows and forms & reports. The following table identifies the Exception Request roles and responsibilities that Vendor and VITA will perform.

Table 9. Exception Requests Roles and Responsibilities

Exception Requests Roles and Responsibilities	Vendor	VITA
1. Define Exception Request parameters and approval authorities		X
2. Develop and document in the Procedures Manual the Exception Request process, incorporating the defined Exception Request parameters and approval authorities	X	
3. Review and approve Vendor Exception Request process		X
4. Approve Exception Requests, if necessary based on the approved Exception Request process		X

Exception Requests Roles and Responsibilities	Vendor	VITA
5. Document Exception Requests in Help Desk Trouble Ticket system	X	
6. Provide Exception Request status to requestor when approved	X	

3.1.3 Other Responsibilities

3.1.3.1 Help Desk Planning & Analysis

The following table identifies the Help Desk Planning and Analysis roles and responsibilities that Vendor and VITA will perform.

Table 10. Planning and Analysis Roles and Responsibilities

Planning and Analysis Roles and Responsibilities	Vendor	VITA
1. Identify and recommend Vendor Help Desk solution that best meets Commonwealth business needs and expense/Service Level expectations	X	
2. Approve Vendor Help Desk solutions and expense/Service Levels		X
3. Perform operational planning for Vendor Help Desk capacity and performance purposes	X	
4. Determine transitional plan & issues regarding facilities, layout & integration with other non-consolidated Help Desks (e.g., sales and agency technical services)	X	
5. Perform analysis of the Commonwealth environment, including acquiring VITA management team feedback, to identify the appropriate sets of skills, training, and experience needed by the Vendor Help Desk staff	X	
6. Recommend Incident management, reporting standards and policies	X	

3.1.3.2 Procurement

Procurement Services are the activities associated with developing, establishing, implementing, and maintaining Help Desk processes to support and respond to procurement requests according to the Commonwealth's procurement policies and approval process. Vendor will enter purchase requests into the VITA-designated procurement system within one business day of Vendor's receipt of the purchase request.

3.1.3.3 Help Desk Reporting Services

The following table identifies the Help Desk Reporting roles and responsibilities that Vendor and VITA will perform.

Table 11. Reporting Services Roles and Responsibilities

Reporting Services Roles and Responsibilities	Vendor	VITA
1. Provide a list of Help Desk management reports	X	
2. Review and approve Help Desk management reports		X

Reporting Services Roles and Responsibilities	Vendor	VITA
3. Report on Vendor Help Desk statistics and trends as specified in the Procedures Manual (e.g., Service Request volumes and trends by types of End-Users)	X	
4. Report on trends in Service Requests indicating a need for training or other corrective actions	X	
5. Audit results and operations periodically		X
6. Provide VITA with online/portal access to Vendor Help Desk reports	X	

3.2 Exclusions

The following items are specifically excluded from this SOW:

None

3.3 Service Specific Milestones

Milestones specific to the transition and deployment of Help Desk Services are identified in Schedule 3.2 to the Agreement.

3.4 Statement of Technical Approach

Vendor's technical approach for the Services under this SOW shall, at a minimum, be consistent with and similar to the technical approach described in Addendum 5 to this SOW. Vendor shall, at any time during the Term, make minor modifications to its technical approach, so long as such modifications are consistent with and similar to the technical approach described in Addendum 5, without executing a formal contract modification.

4.0 Service Management

4.1 Objectives

A key objective of the Agreement is to attain Service Levels with Performance Credits where business is impacted through failure to meet significant mission critical Systems or Services, Critical Milestones or objectives, or when Service performance requirements are not met. Service Levels are detailed in the following sections and those associated with Performance Credits are identified in Schedule 3.12 (Service Level Methodology) of the Agreement..

Vendor shall provide written reports to VITA regarding Vendor's compliance with the Service Levels specified in this SOW.

4.2 Definitions

Appendix 11 (SOW Definitions) to Schedule 3.3 (Statements of Work) of the Agreement provides a list of terms that apply to this SOW and the following Service Levels.

4.3 Service Level Requirements

The following minimum Service Levels are required commencing on the date set forth in Schedule 3.12 (Service Level Methodology) of the Agreement. Vendor must consistently meet or exceed the following Service Levels. The Service Level methodology and the identification of Service Levels associated with Performance Credits are detailed in Schedule 3.12 (Service Level Methodology) of the Agreement. **All times referenced are in Eastern Time.**

Vendor Help Desk Business Day Hours—For the purposes of coverage and critical response times, VITA has defined the normal Business Day Hours “windows of operations” (excluding normally scheduled Commonwealth holidays). Days and times falling out of these ranges are considered outside of normal Business Day Hours. Normal Vendor Help Desk Business Day Hours are as follows:

Category	Business Day Hours
Automated Password Support	24x7x365
End-User Support	Mon-Fri. 0700-1900 and regularly scheduled extended Business Day Hours (i.e., General Assembly)
VIP Support	7x24x365 (as needed)
IT Operations and Technical Support	Mon.-Fri. 0700-1900 and regularly scheduled extended Business Day Hours (i.e., General Assembly)
On call IT Operations and Technical Support	Mon.-Thurs. 1900-0700, Fri. 1900 – Mon. 0700, and normally scheduled Commonwealth holidays

Note: IT operations and Technical Support refers to tracking Incidents reported by VITA technical staff not requiring Level 1 Help Desk support.

Table 12. Help Desk Availability Service Levels

DEFINITION	Refers to the required timeframes during which certain Services provided by the Vendor Help Desk must be available to End-Users, and response to automatically generated Help Desk Trouble Tickets is achieved.
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Help Desk Availability Service Level Requirements			
Help Desk Availability	Service Measure	Performance Target	Minimum Performance %
1) Automated Password Support 2) End-User Support 3) IT Operations and Technical Support 4) On Call IT Operations and Technical Support	Schedule	As set forth under Vendor Business Day Hours in Section 4.3 above	99.9%
	Formula	Availability(%) = 100% - Unavailability (%) Where Unavailability is defined as: $(\Sigma \text{ Outage Duration} \times 100\%) \div (\text{Schedule Time} - \text{Planned Outage})$	
	Measurement Interval	First Month – Measure Daily, Report Weekly Thereafter – Measure Daily, Report Monthly	
	Measurement Tool/Source Data	Tool: Avaya Source Data: Avaya CMS Records	

Note: IT Operations and Technical Support refers to tracking Incidents reported by VITA technical staff not requiring Level 1 Help Desk support.

Table 13. Response Time Service Levels

DEFINITION	Response Time is the number of seconds or cycles it takes an End-User to connect with Vendor's Help Desk representative. Vendor will provide toll free telephone lines in adequate quantity to handle Call volume, ACD system to record Call date, time and duration information, and electronic interface to all systems for monitoring and reporting. For purposes of calculating Call Abandonment rate, calls abandoned in less than thirty seconds after the switch picks up the call and calls abandoned within six seconds of the playing of an automatic problem status cut-in message shall be excluded from the calculation.
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Response Time Service Level Requirements			
Help Desk Responsiveness	Service Measure	Performance Target	Minimum Performance %
Avg Speed to Answer	Phone response time	≤ 30 sec goal/reporting; ≤ 45 sec for SLA Credits	100%

APPENDIX 4 TO SCHEDULE 3.3 TO THE COMPREHENSIVE INFRASTRUCTURE AGREEMENT
HELP DESK SERVICES SOW

Response Time Service Level Requirements			
Help Desk Responsiveness	Service Measure	Performance Target	Minimum Performance %
VIP Office Support Response time	Phone response time by responding technician	≤ 15 minutes; and on-site ASAP	N/A: Reporting Purposes only
VIP Office Support– Time to Resolve	Elapsed time	≤ 12 business hours	N/A: Reporting Purposes only
Call Abandonment rate	Phone response time	≤ 2%	100%
Email Response rate	Online response time	≤ 1 hour	90%
Voicemail Response rate	Voicemail response time	≤30 minutes	90%
	Formula	Number of events per event type within Performance Target / Total number of events per type during Measurement Interval = “Percent (%) Attained”	
	Measurement Interval	First Month – Measure Daily, Report Weekly Thereafter – Measure Daily, Report Monthly	
	Measurement Tool/Source Data	Tool: Peregrine ServiceCenter Incident Management System Source Data: Incident Records	

Table 14. Incident Resolution Service Levels

<p>DEFINITION</p>	<p>The time elapsed from the initiation of the Help Desk Trouble Ticket until Service is restored. For the purposes of these Service Levels, a call will be considered a re-work if it relates to a Help Desk Trouble Ticket that was closed less than 10 business days before the call or such longer period where the ticket relates to an event that doesn't recur in such 10 business day window (e.g., monthly batch job). For re-work, the original Help Desk Trouble Ticket shall be "re-opened" but the time during the "suspension" (i.e., from when the ticket was originally closed until it is re-opened) shall not be included in the calculation of the Service Levels below.</p> <p>The Help Desk First Contact Resolution (FCR) measurement will be reported as the percentage of incidents that were resolvable by the Help Desk, omitting incidents where there was no possibility of Help desk resolution. The Parties will mutually agree upon the specific categorization of calls and whether or not such calls will be included within FCR calculation.</p> <p>Without limiting the foregoing, Incidents are generally classified within the Peregrine ServiceCenter system into the categories such as LOG, INCIDENT, and PROJECT. Peregrine is utilized by many groups and service providers, and several other service request types are available but generally are not included in the FCR calculation. As an example, incidents classified in the category IMAC are not counted in the FCR calculation, however, following standard industry practice, all valid dispatch activity is included in the FCR calculation as a successful first contact resolved incident.</p> <p>Several end user support tools including Supportsoft and Psynch will be introduced into the enterprise which will automate the first contact function and auto-generate tickets. Tickets generated from this activity will be included in the FCR calculation as a successful first contact resolved incident.</p> <p>Examples:</p> <p>LOG – Tickets classified as LOG, also known as Quick Calls, are incidents via phone, web, or email, which are opened and closed in a single session. The LOG category indicates that support was provided to the customer while on the phone or without further interaction, resolving the incident with no additional support or research required.</p> <p>LOG Example – A password reset which was completed successfully while on the phone with a customer.</p> <p>LOG Ticket Exclusions – Two examples of inbound call activity entered into the Peregrine ServiceCenter system but not included in the FCR calculation are LOG tickets with the following Peregrine ServiceCenter Request types:</p> <p style="padding-left: 40px;">NC – Non-Customer Call – Personal Call</p> <p style="padding-left: 40px;">TC – Transferred Call</p> <p>INCIDENT – Tickets entered in the Peregrine ServiceCenter system, initiated via phone, web, or email, and classified as INCIDENT, make up the majority of incidents logged by Help Desk analysts. These support requests are included in the FCR calculation.</p> <p>PROJECT – Tickets entered in the Peregrine ServiceCenter system and classified as PROJECT, while tracked and measured across several metrics, are not included in the FCR calculation.</p> <p>IMAC – Tickets entered in the Peregrine ServiceCenter system and classified as IMAC, while tracked and measured across several metrics, are not included in the FCR calculation.</p> <p>HARDWARE TROUBLE – Tickets entered in the Peregrine ServiceCenter system and classified as HARDWARE TROUBLE, successfully logged and dispatched by Help Desk analysts are included in the FCR calculation. Voice/telephone tickets make up a significant percentage of HARDWARE TROUBLE incidents logged by existing VCCC Help Desk analysts, and these support requests are included in the FCR calculation.</p> <p>SERVICE REQUEST – Tickets entered in the Peregrine ServiceCenter system and classified as SERVICE REQUEST, generally indicate non-critical low severity project type activity, are tracked in the system, but are not included in the FCR calculation.</p>
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Incident Resolution Service Level Requirements			
Help Desk Incident Resolution	Service Measure	Performance Target	Minimum Performance %
First Contact Resolution	First Contact Resolution Percentage	≥ 70% with <5% re-work	100%
Time to Resolution — Shrink Wrap App Incidents	Elapsed time	2 hours with <5% re-work	90%
Incident Closure Notice (via e-mail and/or phone)	Elapsed time	20 minutes following Incident Resolution	100%
	Formula	Number of instances within Performance Target / Total number of instances during Measurement Interval = "Percent (%) Attained"	
	Measurement Interval	First Month – Measure Daily, Report Weekly Thereafter – Measure Daily, Report Monthly	
	Measurement Tool/Source Data	Tool: Peregrine ServiceCenter Incident Management System Source Data: Incident Records	

Table 15. Account Administration Service Levels

DEFINITION	Routine functions, such as setting up End-User IDs, changing End-User authorization tables, changing account codes and similar functions, which are handled by Vendor and the Help Desk is authorized to perform.
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Account Administration Service Level Requirements			
Account Administration Tasks	Service Measure	Performance Target	Minimum Performance %
New End-User Account (up to 5 per request)	Elapsed time	Completed within 1 Business Day of authorized request	95%
New End-User Account (6-20 per request)	Elapsed time	Completed within 3 Business Days of authorized request	95%
New End-User Account (20+ per request)	Elapsed time	Per schedule agreed upon case by case	95%
Automated Password Reset Request	Elapsed time	Completed within 5 minutes of receipt of request	100%
Privilege Changes	Elapsed Time	Completed within 1 Business Day of authorized request	90%

Account Administration Service Level Requirements			
Disable End-User Account – domain account and remote access accounts	Elapsed Time	Completed within 60 minutes of receipt of request	95%
Disable End-User Account – other accounts	Elapsed Time	Completed within 24 hours of receipt of request	95%
	Formula	Number of instances within Performance Target / Total number of instances during Measurement Interval = "Percent (%) Attained"	
	Measurement Interval	First Month – Measure Daily, Report Weekly Thereafter – Measure Daily, Report Monthly	
	Measurement Method/Source Data	Tool: Peregrine ServiceCenter Incident Management System Source Data: Incident Records	

Table 16. End-User Satisfaction Service Levels

End-User Satisfaction Service Level Requirements			
End-User Satisfaction	Service Measure	Performance Target	Minimum Performance %
Periodic Sample	Response/ Distribution rate	10% of closed Trouble Tickets surveyed within 48 hours of closing ticket	100%
Periodic Sample Satisfaction	End-User Satisfaction rate	Users surveyed should be very satisfied or satisfied	85%
	Formula	1. Number of responses with a very satisfied or satisfied rating/total number of responses 2. Sum of survey results from each participant/Total number of participants responding to Periodic Sample 3. Sum of survey result from each participant/Total number of participants responding to Scheduled Survey	
	Measurement Interval	Periodic Sample - Measure Monthly, Report Monthly	
	Measurement Method/Source Data	Web-based tool using email auto reply and web reporting	

4.4 Reports

Vendor shall provide written reports to VITA regarding Vendor's compliance with the Service Levels specified in Section 4.3. Samples of such reports are attached hereto as Addendum 6 to this Appendix 4.

5.0 Referenced SOW Addenda

SOW Addenda	Description
Addendum 1*	Help Desk Supported Software
Addendum 2*	Help Desk Supported Hardware
Addendum 3*	Help Desk Software, Tools and Knowledge Databases
Addendum 4*	VITA Specified Commonwealth Facilities
Addendum 5	Statement of Technical Approach
Addendum 6	Sample Reports for Help Desk

* The Parties shall mutually agree upon these Addenda during the Interim Phase.